

What is claimed is:

1. A method for monitoring multiple service repairs of an operational failure of the processing system, said method comprising the steps of:
 - 5 receiving a first data signal indicative of the operational failure of the processing system;
 - storing a first plan for repairing the operational failure of the processing system within a storage device in response to the reception of the first data signal; and
 - 10 retrieving the first plan from the storage device during a first service repair of the operational failure of the processing system.
2. The method of claim 1, further comprising:
 - 15 storing the first plan within the storage device as closed after the first service repair of the operational failure of the processing system.
3. The method of claim 2, further comprising:
 - receiving a second data signal indicative of the operational failure of the processing system after a reception of the first data signal;
 - 20 storing a second plan for repairing the operational failure of the processing system within the storage device in response to the reception of the second data signal; and
 - retrieving the first plan and the second plan from the storage device during a first service repair of the operational failure of the processing
 - 25 system.

4. The method of claim 1, further comprising:
storing the first plan within the storage device as incomplete
after the first service repair of the operational failure of the processing system.
5. The method of claim 4, further comprising:
receiving a second data signal indicative of the operational
failure of the processing system after a reception of the first data signal;
storing a second plan for repairing the operational failure of the
processing system within the storage device in response to the reception of
the second data signal; and
retrieving the first plan and the second plan from the storage
device during a first service repair of the operational failure of the processing
system.
6. A system for monitoring multiple service repairs of an
operational failure of the processing system, said system comprising the
steps of:
a storage device; and
a hardware system console including
means for receiving a first data signal indicative of the
operational failure of the processing system,
means for storing a first plan for repairing the operational failure
of the processing system within said storage device in response to the
reception of the first data signal; and
means for retrieving the first plan from said storage device
during a first service repair of the operational failure of the processing system.

7. The system of claim 6, wherein
said hardware system console further includes means for
storing the first plan within said storage device as closed after the first service
repair of the operational failure of the processing system.

5

8. The system of claim 7, wherein
said hardware system console further includes:
means for receiving a second data signal indicative of the
operational failure of the processing system after a reception of the first data
signal;

10

means for storing a second plan for repairing the operational failure of the processing system within said storage device in response to the reception of the second data signal; and

means for retrieving the first plan and the second plan from said
15 storage device during a first service repair of the operational failure of the
processing system.

15

9. The system of claim 6, wherein
said hardware system console further includes means for
storing the first plan within said storage device as incomplete after the first
service repair of the operational failure of the processing system.

20

10. The system of claim 9, wherein
said hardware system console further includes:
means for receiving a second data signal indicative of the
operational failure of the processing system after a reception of the first data
5 signal;
means for storing a second plan for repairing the operational
failure of the processing system within said storage device in response to the
reception of the second data signal; and
means for retrieving the first plan and the second plan from said
10 storage device during a first service repair of the operational failure of the
processing system.
11. A computer program product in a computer readable medium
for monitoring multiple service repairs of an operational failure of the
15 processing system, said computer program product comprising:
computer readable code for receiving a first data signal
indicative of an operational failure of the processing system;
computer readable code for storing a first plan for repairing the
operational failure of the processing system within a storage device in
20 response to the reception of the first data signal; and
computer readable code for retrieving the first plan from the
storage device during a first service repair of the operational failure of the
processing system.

"133643" 43643

12. The computer program product of claim 11, further comprising:
computer readable code for storing the first plan within the
storage device as closed after the first service repair of the operational failure
of the processing system.

5

13. The computer program product of claim 12, further comprising:
computer readable code for receiving a second data signal
indicative of the operational failure of the processing system after a reception
of the first data signal;

10

computer readable code for storing a second plan for repairing
the operational failure of the processing system within the storage device in
response to the reception of the second data signal; and

15

computer readable code for retrieving the first plan and the
second plan from the storage device during a first service repair of the
operational failure of the processing system.

14. The computer program product of claim 11, further comprising:
computer readable code for storing the first plan within the
storage device as incomplete after the first service repair of the operational
failure of the processing system.

20

The following is a list of the claims:

15. The computer program product of claim 14, further comprising:
computer readable code for receiving a second data signal
indicative of the operational failure of the processing system after a reception
of the first data signal;

5 computer readable code for storing a second plan for repairing the operational failure of the processing system within the storage device in response to the reception of the second data signal; and

computer readable code for retrieving the first plan and the second plan from the storage device during a first service repair of the

10 operational failure of the processing system.

16. A method for monitoring a service repair of an operational failure of a processing system, said method comprising the steps of:

searching a storage device to identify each service plan related
15 to the operational failure of the processing system during the service repair of
the operational failure of the processing system; and
facilitating a display of each service plan identified as being
related to the operational failure of the processing system during the service
repair of the operational failure of the processing system.

add a4